

**UNITED STATES GOVERNMENT
BEFORE THE NATIONAL LABOR RELATIONS BOARD
REGION 26**

WORLD COLOR PRESS, INC.,¹

Employer,

and

Case 26-RC-8004

GRAPHIC COMMUNICATIONS

INTERNATIONAL UNION, AFL-CIO,²

Petitioner.

DECISION AND DIRECTION OF ELECTION

Upon a petition duly filed under Section 9(c) of the National Labor Relations Act, as amended, herein referred to as the Act, a hearing was held before a hearing officer of the National Labor Relations Board, herein referred to as the Board.

Pursuant to the provisions of Section 3(b) of the Act, the Board has delegated its authority in this proceeding to the undersigned.

Upon the entire record in this proceeding,³ the undersigned finds:

1. The hearing officer's rulings made at the hearing are free from prejudicial error and are hereby affirmed.
2. The Employer is engaged in commerce within the meaning of the Act and it will effectuate the purposes of the Act to assert jurisdiction herein.⁴
3. The labor organization involved claims to represent certain employees of the Employer.

4. A question affecting commerce exists concerning the representation of certain employees of the Employer within the meaning of Section 9(c)(1) and Section 2(6) and (7) of the Act.
5. The following employees of the Employer constitute a unit appropriate for the purpose of collective bargaining within the meaning of Section 9(b) of the Act:⁵

INCLUDED: All full-time production and maintenance employees, including those employees in the bindery, receiving department, cover cutting department, pressrooms, UV coating department, preparatory department, storeroom, shipping, bailer room, book warehouse, paper warehouse, maintenance, quality control, non-supervisory leads, customer service representatives, schedulers (including schedulers in the preparatory department), paper control clerks, senior manufacturing clerks in the pressroom and bindery and senior clerks (including data entry operators) employed at the Employer's Dresden, Tennessee plant.

The following individuals shall be permitted to vote subject to challenge: Johnny Adkisson, Richard Hodges, Landy Darby, Sammy Jones, Cathy Dufino and Sandi Vanderveer.

EXCLUDED: All other employees, temporary employees, office clerical employees, guards, professional employees and supervisors, as defined in the Act.

DIRECTION OF ELECTION

An election by secret ballot shall be conducted by the undersigned among the employees in the unit found appropriate at the time and place set forth in the Notice of Election to issue subsequently, subject to the Board's Rules and Regulations. Eligible to vote are those in the unit who are employed during the payroll period ending immediately preceding the date of this Decision, including employees who did not work during that period because they were ill, on vacation, or temporarily laid off. Also eligible are employees engaged in an economic strike which commenced less than 12 months before the election date

and who retained the status as such during the eligibility period and their replacements. Those in the military services of the United States Government may vote if they appear in person at the polls. Ineligible to vote are employees who have quit or been discharged for cause since the designated payroll period, employees engaged in a strike who have been discharged for cause since the commencement thereof and who have not been rehired or reinstated before the election date, and employees engaged in an economic strike which commenced more than 12 months before the election date and who have been permanently replaced. Those eligible shall vote whether or not they desire to be represented for collective bargaining purposes by the Graphic Communications International Union, AFL-CIO.⁶

LIST OF VOTERS

To ensure that all eligible voters have the opportunity to be informed of the issues in the exercise of their statutory right to vote, all parties to the election should have access to a list of voters and their addresses that may be used to communicate with them. ***Excelsior Underwear***, 156 NLRB 1236 (1966); ***NLRB v. Wyman-Gordon Co.***, 394 U. S. 759 (1969). Accordingly, it is directed that an eligibility list containing the ***full*** names and addresses of all the eligible voters must be filed by the Employer with the Regional Director within 7 days of the date of this Decision. The Regional Director shall make the list available to all parties to the election. No extension of time to file the list shall be granted by the Regional Director except in extraordinary circumstances. Failure to comply with this requirement shall be grounds for setting aside the election whenever proper objections are filed. ***North Macon Health Care Facility***, 315 NLRB 359 (1994). In order to be timely filed, such list must be received in the Memphis Regional

Office (Region 26), 1407 Union Avenue, Suite 800, Memphis, TN 38104, on or before **March 11, 1999**.

RIGHT TO REQUEST REVIEW

Under the provision of Section 102.67 of the Board's Rules and Regulations, a Request for Review of this Decision may be filed with the National Labor Relations Board, addressed to the Executive Secretary, 1099 14th Street, N.W., Washington, DC 20570-0001. This request must be received by the Board in Washington by **March 18, 1999**.

DATED March 4, 1999, at Memphis, TN.

/s/

Gerard P. Fleischut, Regional Director
Region 26, National Labor Relations Board
1407 Union Avenue, Suite 800
Memphis, TN 38104-3627
tel: 901-544-0018

1. The name of the Employer was amended at the pre-election hearing.
2. The name of the Petitioner was amended at the pre-election hearing.
3. The Employer and the Petitioner have each filed briefs which have been duly considered.
4. The parties stipulated that the Employer is a Delaware corporation engaged in commercial printing and binding with an operation in Dresden, Tennessee. During the past calendar year, a representative period, the Employer sold and shipped goods valued in excess of \$50,000 directly to points located outside the state of Tennessee.
5. The Petitioner seeks a unit consisting of all full-time production and maintenance employees, including those employees in the bindery, bindery receiving department, cover cutting department, pressrooms, UV coating department, preparatory department, storeroom, shipping, bailer room, book warehouse, paper warehouse, maintenance, quality control and non-supervisory leads. The parties stipulated and I find that the foregoing employees of the Employer shall be included in the unit found appropriate herein. In dispute are the following categories of employees, all of whom the Petitioner would exclude and the Employer would include in the unit: customers service representatives, schedulers (including schedulers in the preparatory department), paper control clerks, senior manufacturing clerks in the pressroom and bindery and senior clerks (including data entry operators).

In the bindery, shipping, paper warehouse and maintenance departments, the parties stipulated and I find that the following individuals, although lead employees, are non-supervisory and possess no Section 2(11) indicia and, therefore, are included in the unit found appropriate herein: Dennis Sasser, Jimmy Mitchell, Donald Franklin, Larry Palmer, Ronald Bond, German Vaughn, Donald Bufkin, Bobby Stafford, Eugene Thomason, Terry Stevenson, Kenneth Snyder, Mike Puckett, Jean Mitchell, Terry Richie, Richard Hicks, Joe Roney and Ricky Fowler. The parties also stipulated and I find that the following lab attendants and employees in the storeroom are included in the unit: Debbie Harhand, Jean Vermillion, Roger Delaney, Terry Sutliff and Joann Mingle. The parties also stipulated and I find that the following employees in receiving and the preparatory department (also known as pre-make or pre-press) are included in the unit found appropriate herein: Shirley Vickers, Sydney Cole, Brad Wilson and John Trevathan.

The parties stipulated and I find that the following employees are excluded from the unit: all other employees, temporary employees, office clerical employees, guards, professional employees and supervisors, as defined in the Act. In the maintenance, bindery, rotary press, preparatory and book warehouse departments, the parties stipulated and I find that the following individuals possess Section 2(11) indicia and, therefore, are excluded from the unit: Bobby Winstead, Kay Wales, Keithel Burke, Andy Bath, Ronnie Snyder, Randy Garner, Roger Mullins, Jeff Simpson, Dot Cooper, Jimmy Carrington, Beverly Hill. The parties also stipulated and I find that the following individuals are supervisors

over clerks and possess Section 2(11) indicia and, therefore, are excluded from the unit found appropriate herein: S. Perritt and R. Courtney. Moreover, the parties stipulated and I find that the following individuals are excluded from the unit: Norman Hartigan, G. Pierce, Steve Danz, Dennis Holcomb, D. Seavers, Dolores Chapell, A. Kyle, J. Reddick, Terry Stephens, employees in the New York office, S. Hicks, S. Walker, D. Shaw, R. Owen, P. Kent, P. Filtz, M. Hill, M. Sublett, R. Trevathan, K. Rezabek, T. Vickery, C. Adams, A. Black, P. Vinson, G. Duggin, M. Rowland, B. Biggs, C. Edwards, R. Summers, E. Newbill, Ralph Tims, Lynn Bowers, Dolores Garrigus, Kathy Marcus, and J. Carrington. The record is inadequate regarding the supervisory status of certain leads and, therefore, I shall permit the following individuals to vote subject to challenge: Johnny Adkisson, Richard Hodges, Landy Darby, Sammy Jones, Cathy Dufino and Sandi Vanderveer.

The Employer prints, binds and ships mass market paperback books at its facility in Dresden, Tennessee. The Employer's facility consists of 770,000 square feet under one roof and its operations consists of the following departments: customer service, scheduling, preparatory, paper warehouse and bailer room, press departments, bindery and book warehouse. The record does not reveal any history of collective bargaining in the petitioned-for unit. The Employer attached a copy of the decision and direction of election issued in case number 26-CA-7241 in 1990 which purportedly covers the same category of clericals who are at issue herein.

CUSTOMER SERVICE REPRESENTATIVES

There are **eight** employees who work as customer service representatives (herein "CSRs"). They are Renza Adams, Karen Dickson, Linda Dotson, Jan Graham, Linda Green, Jessie Harrell, Linda Spain and Lisa Vaughn. CSRs report to Sandi Hicks (Customer Service Supervisor). Hicks reports to Steve Danz (Vice President Sales/Customer Service Supervisor) and Danz reports to Norm Hartigan (Vice President of Manufacturing). CSRs are located in air-conditioned offices in the mezzanine area of the plant. The entrance to the stairway to the mezzanine area is located approximately 10 feet from the entrance to the front office. The front office includes human resources, accounting, controllers, data processing and MIS. The front office is walled-off and separate from the plant area. No individual who works in the front office is included in the unit found appropriate herein.

CSRs are the liaison between the customer and the plant. That is, they are the connector for information between production and scheduling and the customer. Each customer works with a single CSR. Production employees do not deal with customers directly. CSRs receive specific information and instructions from customers (by fax, mail or electronically) and distribute same to a number of different departments. In turn, CSRs relay information from the plant to the customer. CSRs distribute film and disks (containing the typeset text of the book) to employees in the preparatory department. CSRs provide documents to the paper warehouse which informs them where to send paper and what type of paper to send. The record reveals that, except for direct contact between

CSRs and John Trevathan (a unit employee), this distribution of information does not require face-to-face contact between CSRs and production employees. The only item in Employer's Collective Exhibit 4 which requires direct contact between CSRs and production employees is the requisition for copy paper which is "walked" down to the storeroom. The record reveals that non-unit employees in the front office have similar contact with the storeroom in order to pick-up copy paper. Otherwise, the record reveals that the CSRs' supervisor and the Employer's mail system serve as the conduit for the flow of information and instructions between CSRs and scheduling and production employees. That is, documents are generally handed to the CSRs' supervisor or placed in the mail system for distribution to other departments. CSRs spend 70% of their time creating documents which are used by employees on the production floor; the remainder of their time is spent communicating with customers. The duties of CSRs have not changed since 1990.

If a problem arises during the production process, the "most likely scenario" does not involve the production employee having face-to-face contact with the CSR. In such instances, the lead person or supervisor acts as a liaison between the CSR and the production employee. Vice President of Manufacturing Norman Hartigan testified that CSRs have contact directly or indirectly with production employees in just about every department in the plant. In support of his assertions, Hartigan provided anecdotal testimony concerning his recent observations of CSRs in the production area. That is, Hartigan testified he observed Jessie Harrell in the bindery clerk's office three weeks ago; he also recently observed Lisa Vaughn and Renza Adams in the preparatory department. On those occasions a CSR is on the production floor, in most departments, Hartigan admits she is speaking to a lead person or a clerk. In the preparatory department, she may be speaking to production employees. Hartigan admits he does not see CSRs on a daily basis and is unable to provide an estimate of how often contact between CSRs and production employees occurs. In the event of an emergency, CSRs either call the area affected with the information or take it directly to the production floor. CSRs talk daily, or possibly hourly, with schedulers.

Billy Ray Harrison, a former electrician for the Employer for more than 20 years, testified that he had not seen any production employees in the customer service department during any of the occasions he was in that department. During his last year of employment (about April 1997 to April 1998), Harrison had been in the customer service department on about six or eight occasions. Harrison also testified he had never observed customer service employees in production areas engaging in work activities, though on one or two occasions he had seen customer service employees socializing in the production area.

CSRs are salaried employees at the SG-8 or SG-9 grade level. CSRs, contrary to production employees, do not use a "wand" to monitor their hours, rather they fill out a time sheet. CSRs work from 8:00 AM to 4:00 PM while production employees work three shifts: 7:00 AM to 3:00 PM, 3:00 PM to 11:00 PM or 11:00 PM to 7:00 AM. Salaried employees receive the same cumulative

vacation as hourly employees, but fall under a different schedule and acquire more vacation more quickly than hourly employees. CSRs are eligible for overtime. Hartigan testified that production has shut down four or five times this quarter so far, requiring a lay-off of some employees or requiring that some employees be sent home for "lack of work." Initially, Hartigan testified that it was "very rare" for salaried employees to be sent home under the same circumstances as hourly employees. Later he testified that, to his knowledge, the Employer does not have "lack of work" in salaried areas. CSRs and hourly employees are subject to the same dress code. On the rare occasion that a customer is present at the plant, CSRs dress differently. CSRs are subject to the same work rules, discipline rules and safety rules as hourly employees. They are paid on the same pay day as hourly employees and have the same holidays. All employees are eligible for the following benefits: jury duty pay, funeral pay, military leave pay, life insurance, health and dental insurance, reporting pay, eligibility for the credit union, tuition reimbursement, 401(k) plan, pension plan and the stock purchase plan. CSRs are eligible for the same breaks as production employees. They have the same handbook as hourly employees and use the same bulletin boards for messages. As with most of the job openings, any employee in the plant may bid for a position as a CSR. The only positions which are not posted are Vice President Hartigan's and his staff.

Plant clerical employees, contrary to office clericals, are customarily included in a unit of production and maintenance employees because they generally share a community of interest with the employees in the plantwide unit. Raytec Co., 228 NLRB 646 (1977); Armour & Co., 119 NLRB 623 (1958). The Board has held that employees who work in the production area requisitioning parts needed by production employees are plant clericals while employees who fill out forms in the billing department located in the administrative offices are office clericals. Gordonsville Industries, Inc., 252 NLRB 563, 591 (1980). In Columbia Textile Services, 293 NLRB 1034 (1989), the trial judge found that the disputed employees were "office clericals" because they had separate work locations in an enclosed office, were commonly supervised by the office clerical supervisor, exercised inherently clerical functions, had minimal contact with the production area and production employees, and had a separate eating area. The Board reversed and held that the employees' duties were "functionally integrated with the production process and they had more than minimal contact with production employees." Id. at 1037, citing Hamilton Halter Co., 270 NLRB 331 (1984). In particular, the Board found that one employee worked part of the time in the office and part of the time "out back" and that 6 - 10 times per day she walked to the finishing room to get samples and labels, which she assembled for distribution to customers. She also typed dye orders and bills of lading and provided instructions to employees in the packing department regarding contents of cartons and how much each should weigh. Regarding the other employee, the Board found that her duties were related to the production function in that she worked closely with other employees in the plant and she did not spend the entire day in the office. This employee was primarily responsible for order processing, preparing the initial order, checking with production to determine if it

was “too late for customers to change their orders” and checking with the finishing department regarding the status of customers’ orders. This employee also received and made entries on the freight bills. Columbia Textile Services, 293 NLRB at 1037-38.

In the case sub judice, the record reveals that CSRs perform duties which are functionally integrated with the production operation. In particular, I rely on evidence that CSRs facilitate the production process and spend approximately 70% of their time creating documents which are used by production employees. They also distribute disks and film to production employees in the preparatory department. I find that CSRs facilitate the production process and constitute an integral function adjunct to the production process. Based on all of the above and the record evidence, I find that CSRs are plant clericals who share a sufficient community of interest with the Employer’s production and maintenance employees to warrant their inclusion in the unit found appropriate herein.

SCHEDULERS

The following **four** employees work as schedulers: T. Barnett, C. Blaylock, P. Darnell and L. Summers. They are supervised by Dolores Chapell (Production Planning Superintendent). Schedulers are located in the same air-conditioned mezzanine area as the CSRs. They prepare schedules for each production department that operates machinery (rotary press, color press and bindery departments, but not pre-press or the book warehouse) based upon information they receive from different departments and customers. Based upon their knowledge of the plant and jobs, schedulers determine which lines will be used and the sequencing of the run. The schedule includes information such as the individual press number, the title being run, form number and page breaks. On a daily basis, schedulers walk out on the production floor and distribute schedules to lead persons and clerks in each department. If a question arises about the schedules, lead persons or clerks act as a liaison between the production employee and schedulers and/or CSRs. The duties of schedulers have not changed since 1990 in any appreciable manner.

Billy Ray Harrison testified that he worked on the first shift as an electrician for 12 years and that he had been in the scheduling department about 10 or 15 times during the year or two prior to his separation from the Employer. Harrison testified that he had never observed any production employees in the scheduling department; Harrison had only seen one of the schedulers a couple of times in the production area.

Schedulers are salaried employees, earning between SG-6 and SG-8. Dennis Holcomb (Manager of Human Resources) testified that schedulers work from 7:00 AM to 3:00 PM. The terms and conditions of employment for schedulers are the same as for CSRs.

The record reveals that schedulers perform duties which are functionally integrated with the production operation. Specifically, I find that schedulers facilitate the production process by preparing schedules which are used by production employees. They also determine which lines will be used and the

sequencing of the run. I find that schedulers facilitate the production process and constitute an integral function adjunct to the production process. Based on all of the above and the record evidence, I find that schedulers are plant clericals who share a sufficient community of interest with the Employer's production and maintenance employees to warrant their inclusion in the unit found appropriate herein.

PREPATORY DEPARTMENT SCHEDULERS

There are **three** schedulers in the preparatory department. They are Lisa Andrews, Tammy Morgan and Lilli Cantrell. Andrews shares an office with workers in the prep area; Morgan and Cantrell have an office with the schedulers. These employees schedule work into the production department by following the schedule they have received from the scheduling department and getting the work assembled in that sequence. They also schedule files going to the output devices and verify that a change page goes to another department. Prep department schedulers generally receive the schedule from the scheduling department through the mail system; they receive information from customer service by walking to the customer service office and picking it up. The duties of the prep department schedulers have not changed appreciably since 1990.

Since December 18, 1998, the prep department schedulers have been paid an hourly wage; prior to that they were paid a salary. The prep schedulers' pay decreased when they became hourly, but their benefits did not change.

Prep schedulers perform duties which are functionally integrated with the production operation. In particular, I rely on evidence that prep department schedulers facilitate the production process by scheduling work into the production department. I find that prep schedulers facilitate the production process and constitute an integral function adjunct to the production process. Based on all of the above and the record evidence, I find that prep department schedulers are plant clericals who share a sufficient community of interest with the Employer's production and maintenance employees to warrant their inclusion in the unit found appropriate herein.

PAPER CONTROL CLERKS

There are **two** paper control clerks. They are Janice Felts and Pam Filtz. Paper control clerks work under Kathy Marcus (Material Control Coordinator) and Ralph Tims (Material Control Supervisor). Their offices are located in a 2-story structure in the paper warehouse. Felts is on the second floor next to Tims' office; Filtz is on the first floor and shares an office with Richard Hodges (a lead person). The paper warehouse receives flat stock and roll stock paper which is stacked and stored in the warehouse until it is retrieved by truckers (a unit position) for use in the pressroom. Paper control clerks keep track of paper as it moves in and out of the paper warehouse. They also prepare reports regarding paper received from boxcars, receive manifests, log flat stock receiving reports, fill out forms on rejected paper and prepare paperwork for unit employee truckers. Paper control clerks spend the predominance of their time in their office keeping track of paper inventories; they do not go out on the production floor

during the normal course of the day. Hartigan initially testified that paper control clerks have contact with truckers as they come in the office to pick up their paperwork. Hartigan later testified that he did not know how truckers receive their schedules and that it was “possible” truckers picked up their paperwork from lead persons. The duties of paper control clerks has not changed since 1990 in any appreciable manner.

The Employer maintains one inventory for its own supply of paper in the warehouse and a separate inventory for paper its stores for customers. Inventory is also maintained by roll-size and grade. Felts primarily handles roll stock which requires more paperwork and is used in the rotary pressroom, while Filtz handles flat stock which is used in the color pressroom. One clerk is primarily involved in receiving information from various sources while the other clerk maintains daily records.

While the paper warehouse operates on 3 shifts, paper control clerks only work on the first shift; Felts works from 8:00 AM to 4:00 PM and Filtz works from 7:00 AM to 3:00 PM. Paper control clerks are salaried, earning SG-5 and SG-6. They have the same conditions and terms of employment as the CSRs and schedulers.

Paper control clerks perform duties which are functionally integrated to the Employer’s production operation. In particular, I rely on evidence that paper control clerks keep track of paper as its moves in and out of the paper warehouse. They also prepare reports regarding paper received from boxcars, receive manifests, log flat stock receiving reports, fill out forms on rejected paper and prepare paperwork for unit employee truckers. I find that paper control clerks facilitate the production process and constitute an integral function adjunct to the production process. Based on all of the above and the record evidence, I find that paper control clerks are plant clericals who share a sufficient community of interest with the Employer’s production and maintenance employees to warrant their inclusion in the unit found appropriate herein.

SENIOR MANUFACTURING CLERKS (BINDERY CLERKS)

There are **two** senior manufacturing clerks in the bindery (also known as bindery clerks). They are Dyan Panah and Jerretta Pierpoint. Bindery clerks are supervised by A. Kyle (Superintendent of Bindery, Receiving and Cover Cutting). Bindery clerks share one of four offices located on the second floor. One of the remaining three offices is vacant; the other two are used by Superintendent Kyle and Keithel Burke (lead person on the first shift).

The bindery department takes work in progress (printed pages and covers from the pressrooms) and assembles it into finished books. After being manufactured to their final size, books are placed in a carton to be shipped. Bindery clerks receive information from schedulers and CSRs concerning the scheduling of jobs. Bindery instructions with a proof of the printed cover are prepared by bindery clerks and made available to operators for each job.

Hartigan is unsure how the bindery instructions are “made available”; he does not know whether operators retrieve the bindery instructions from the bindery clerk or from Burke. The schedule is made available for truckers on the first shift by laying it on top of a garbage can maintained at the bottom of the steps. Hartigan testified that bindery clerks interact with employees on the floor on a regular basis, seeing that jobs get reported and bound in the proper sequence and that the paperwork flows to billing and the customer.

Production information is filled out by operators, given to a lead person and filed by the bindery clerk. The bind and pack count is received by the bindery clerk from the lead person and/or supervisor. Bindery clerks maintain receiving reports and other reports that are created by employees on the floor or truckers. They prepare a weekly glue consumption report by line which is sent to the front office. Bindery clerks also maintain a record of attendance frequencies of the bindery employees. Bindery clerks may visit schedulers or customer service representatives and may go to the front office to bring information to accounting or the financial analyst.

Bindery clerks are salaried employees. Pierpoint usually works 7:00 AM to 3:00 PM and Panah usually works 8:00 AM to 4:00 PM.

Bindery clerks perform duties which are functionally integrated to the Employer’s production operation. Specifically, the record reveals that bindery clerks prepare the bindery instructions which are used by production employees so that jobs are bound in the proper sequence. Bindery clerks also maintain reports on production, bind and pack count and weekly glue consumption. I find that bindery clerks facilitate the production process and constitute an integral function adjunct to the production process. Based on all of the above and the record evidence, I find that bindery clerks are plant clericals who share a sufficient community of interest with the Employer’s production and maintenance employees to warrant their inclusion in the unit found appropriate herein.

SENIOR MANUFACTURING CLERKS

(PRESSROOM CLERKS)

There are **two** senior manufacturing clerks in the pressroom (also known as pressroom clerks). They are Carol McDaniel and K. Martin. They are located in one of the offices located in a seven office area on the first floor. They are responsible for receiving load tickets and other information off the mainframe from customer service concerning particular jobs. The mainframe is located in the front office and one of the clerks is required to enter the front office to obtain these documents. Pressroom clerks also receive information from schedulers. Pressroom clerks prepare forms and schedules for the run in accordance with documents they receive. The pressman may obtain the schedule directly from the pressroom clerk or they may pull the schedule out of the cubbyhole without having any contact with the clerk. Pressroom clerks maintain labor reports and records of the movement of paper in their department. They also report and order ink for the presses. The record reveals that the pressman enters the clerks’ office to obtain information about the press. The job duties of the

pressroom clerks have not changed in any significant way since 1990. Pressroom clerks are paid by a salary and work from 7:00 AM to 3:00 PM.

Pressroom clerks perform duties which are functionally integrated to the Employer's production operation. I note that pressroom clerks prepare forms and schedules for runs which are used by production employees. I find that pressroom clerks facilitate the production process and constitute an integral function adjunct to the production process. Based on all of the above and the record evidence, I find that pressroom clerks are plant clericals who share a sufficient community of interest with the Employer's production and maintenance employees to warrant their inclusion in the unit found appropriate herein.

SENIOR CLERKS AND DATA ENTRY OPERATOR

There are **three** employees classified as senior clerks in the book warehouse department. They are Pam Leyhue, Pam McKee and Lana Ferrel. For an hour each day, Ferrel also works as data entry operator. The remainder of the day, Ferrel performs the same duties as Leyhue and McKee. Book warehouse clerks share the common area of the book warehouse office on the mezzanine level. Terry Stephens (Manager of Distribution and Shipping) is located in this office. No unit employees work in this area. Clerks are supervised by Dolores Garrigus (Office Coordinator). Clerks receive requests for books from customers and assemble orders, bills of lading and labels together. Orders are broken down by delivery date and are provided to the lead person or supervisor. In some cases, orders are provided directly to truckers. Clericals do not physically take orders down to the floor, but make them available via a basket. Book warehouse clerks track freight, process freight charge bills, receive shipping documents from the floor and mail shipping documents to the end user if it is not in the packing slip. The largest part of the clerks' day is spent preparing forms so that orders are picked correctly.

The book warehouse operates on one shift. All employees in the book warehouse (including clericals, but not including a couple of truckers) work 8:00 AM to 4:00 PM. Book warehouse clerks are salaried employees, earning between SG-5 and SG-8. They have the same conditions and terms of employment as the customer service representatives and other clerical employees. Their duties have not change since 1990, except that the duty of data entry operator was basically relocated.

Book warehouse clerks perform duties which are functionally integrated to the Employer's production operation. Specifically, the record reveals that book warehouse clerks receive requests for books from customers, assemble orders, bills of lading and labels together, track freight, process freight charge bills, receive shipping documents from the floor and mail shipping documents to the end user. The largest part of the clerks' day is spent preparing forms so that orders are picked correctly. I find that book warehouse clerks facilitate the production process and constitute an integral function adjunct to the production process. Based on all of the above and the record evidence, I find that book warehouse clerks are plant clericals who share a sufficient community of interest

with the Employer's production and maintenance employees to warrant their inclusion in the unit found appropriate herein.

There are approximately 380 employees included in the unit found appropriate herein. There are 24 employees included within the disputed categories. There are six individuals who are being permitted to vote subject to challenge.

6. In accordance with Section 102.67 of the Board's Rules and Regulations, as amended, all parties are specifically advised that the Regional Director will conduct the election when scheduled, even if a Request for Review is filed, unless the Board expressly directs otherwise.

CLASSIFICATION INDEX

280-2700

280-2730

393-6081-2075

440-1760-1500

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